

Section 1 – Top Maps

Organization: Legal Aid Society of Orange County, Inc.

Please rank the top most useful maps, the intended audience and why you like them. If you would like them as “Trophy Maps” (limit 15 per grantee) please enter in the number of copies you would like.

Rank	Map Number	Audience & Reason	Trophy Maps (0, 1,2...)
1	CA19-SGP-SP49	All potential funding sources. Shows the clients served as well as areas that might need outreach, program wide.	2
2	CA19-SGT-SP55	All potential funding sources. Shows the clients served as well as areas in Orange County that might need outreach.	1
3	CA19-SGT-SP60	Potential domestic violence funding sources. Displays need for domestic violence outreach for all parts of the city.	1
4	CA00-SSZ-SP62	Private practice attorneys. Pro Per activities.	1
5	CA19 SGT-SP52	Courts and other Legal Aid offices. To promote the use of I-CAN! for self help litigants.	2
6	CA19-AGT-SP43	All potential funding sources. Shows the effectiveness of the telephone intake system.	1
7	CA19-SGP-SP50	All potential funding sources and other Legal Aid offices. To promote the use of I-CAN! for self help litigants. And to display the effectiveness of outreach.	1
8	CA19-AGT-SP30	All potential funding sources. Shows the need for Spanish language outreach.	2
9	CA19-AGT-SP28	All potential funding sources. Shows the need for Asian language outreach.	2
10	CA19-ACT-SP26	All potential funding sources. Shows the need for outreach into the African American Community.	1
11	CA19-DGT-SP6	All potential funding sources. General purpose map.	1
12			
13			
14			
15			

Special Notes:

SECTION 2 – Overall Project Evaluation

Please be as descriptive as possible when answering the following questions:

1. Before the mapping project, how well were you able to identify, analyze, and effectively communicate the concentrations of low-income persons and legal services provided across your service area, and the relationship between the two? What differences are the maps making in these areas? Please identify any direct areas of improvement.
2. Is having management information displayed visually in a map layout or as a graphic, as compared to a table, helpful to your management team? If yes, how?

Bob Cohen: "What I'd like to do is first compare our hotline service with a map of our kiosk service. You have to keep in mind in looking at our hotline service that there are a healthy number of calls that come in from the LA Area. With the kiosk service, because it's an Orange County accessible program, we are just looking at the Orange County differences. We see that largely the service concentrations are similar. What that tells us, I think, is the folks that are using the self help centers in court are really client eligible. For our kiosk system, what we have is no eligibility standards. We have a partnership with the court. It is available to the general public."

3. How useful are these maps in identifying access to legal services and targeting areas for increased focus?

Bob Cohen: "I thought we would go through an exercise of comparing some of the data in the maps, starting with our hotline data and comparing that with our kiosk data **and our overall service data.**"

4. Would having these maps generated on an annual recurring schedule be of value to you, your program, and state or regional planning process? Which maps do you think would be most helpful in such a process?

Bob Cohen: "We are in agreement with what maps were important. Non-English speakers is very interesting."

5. Do you think that the information provided in the maps might lead to new or improved management decisions, actions or relations (i.e., access to legal services, statewide or regional planning, locating emerging income-eligible populations, office locations and/or comparisons, resource or service deployments, improved program support, stakeholder awareness, priority setting, identifying trends or partner relationships and fundraising)? Are there any anecdotes that might be helpful in understanding the impact of the maps?

Bob Cohen: **We have learned the following from a study of the maps:** "We have a three-tier service system. The first tier is our hotline, the second tier is self-help services, and the third tier is in depth services. The second tier largely is done everywhere by clinics. One attorney standing, talking to maybe 15-20 clients, getting forms filled out, sending them all out to the courts. What we have done with the ICAN system is really functionally replaced this second tier. It provides for the video guidance of the client through the interview process to get the papers they need to get into court. So ICAN is our second tier, more so than the traditional clinics."

6. Do you have any estimates of money saved, resources raised, new program started or extended increasing access to legal services, or other metrics that would be useful in assessing the value of the project and the information it provides?
7. Do you have any observations about the strengths and weaknesses of legal services mapping?
8. Do you have any concerns about the accuracy of how these maps represent management information, or about the implications of this representation?

9. What lessons have you learned over the life of the project?

Bob Cohen: "Partnerships can go beyond Legal Services into other Social Service Areas. For example, we succeeded in developing a partnership with the Santa Ana Police in producing our Domestic Violence map."

10. Are there additional maps you would find more useful, other ways of analyzing data that would be more useful or changes in the process that was used that you would recommend?

11. Are you interested in adopting mapping as an ongoing management support tool? What are the next steps to adoption? What roles could LSC play in that adoption?

Bob Cohen: "We should investigate whether relationships can be formed with nearby universities. This could be good for the students and good for the grantee. Also what can LSC cover as an overhead item, such as geocoding?"

12. Are there any other observations about the maps or the project you would like to share?

13. In what circumstances have you used the maps to explain your organization or an issue?